

**HOAS**

# Kirjanpitäjänkuja 4

## Action guide



Kirjanpitäjänkuja 4 action instructions

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Author Pelsu Asiantuntijat

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Updater Janne Ferreira

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## Contents

1	Action guidelines . . . . .	4
1.1	Alerting help . . . . .	4
1.2	Sudden illness or accident . . . . .	5
1.3	Fire . . . . .	5
1.4	Fire action guide, when safe exits are blocked . . . . .	6
1.5	Action in a fire alarm situation . . . . .	7
1.6	Action in the gathering area . . . . .	7
1.7	Assisting people with reduced mobility in emergency situations . . . . .	9
1.8	Water damage . . . . .	9
1.9	Under threat of violence . . . . .	9
1.10	Public warning signal . . . . .	10
1.11	Gas hazard . . . . .	11
1.12	Radiation hazard . . . . .	11
1.13	Blackouts . . . . .	12

# 1 Action guidelines

The following pages contain a guide on accident prevention and on how to act in accident and danger situations. **Read the action guide carefully!**

The correct actions, solutions, and choices prevent and limit accidents. This way accidents can be minimised or they can be prevented altogether.

**Safety and security are our shared concern!**

## 1.1 Alerting help

In all urgent emergency situations, whether it be a police, fire department, paramedic, or a social worker case involving an urgent need for help **CALL THE EMERGENCY NUMBER: 112**

### **Call the emergency number yourself if you can**

It is important to make the emergency call yourself, if the matter concerns you. The victim has more knowledge on the situation, based on which the dispatcher can send help accordingly. Using middle-men to make the call can delay getting the right kind of help on site.

### **Tell what happened**

The emergency centre dispatcher will ask the caller about what happened so that they can send the appropriate assistance.

### **Give the exact address and municipality**

The emergency centre might have several same addresses in different municipalities/cities in its service area. Therefore it is also important to know the name of the town/city/municipality where the accident has taken place.

### **Answer the questions that are asked of you**

The questions asked by the dispatcher are important. They do not delay alarming for help. In urgent cases the dispatcher already alerts the authorities and other partners during the call, and gives them more information on what has happened.

### **Act according to the information given to you**

The dispatcher is trained to give instructions in various types of situations. It is important to follow the given instructions. Correct initial actions often play an important role in the end result.

### **End the call only after you're given permission to do so.**

Ending the call too soon may delay the help from arriving. After you are given the permission to end the call, end it. Keep the phone line open. The dispatcher or the help on its way may need additional information on what has happened.

## 1.2 Sudden illness or accident

### Find out what happened

- Has the person fallen or fainted?
- Are there possibly eye witnesses, that can tell you better about what has happened?

### Check the person's condition

- Can you wake the person up by talking or shaking?

### Check breathing

- If the person doesn't wake up, check breathing: place the back of your hand in front of the patient's mouth and feel if there is air flow.

### Make an emergency call.

- Call the number **112**.
- Tell where you are calling from.
- Tell what happened
- Act according to directions.

### Give first aid if needed.

- If the person is not breathing, start with first aid.

### Turn an unconscious but breathing patient into the recovery position on their side.

### Observe the patient.

- If there are changes in the patient's condition before the rescue department arrives, notify them by calling the emergency number **112**, so that the emergency centre can re-evaluate your situation.

### Guide the professional help quickly to the patient

- Tell the professional help what has happened and what has been done.

## 1.3 Fire

### Save

- Make an assessment of the situation. Rescue those in immediate danger.
- Be careful not to breathe smoke! Smoke is highly toxic and you can lose consciousness quickly if you breathe it.

### Warn

- Warn others in the building about the fire and the threatening danger.
- Direct people to the gathering area.

### Alert

- Call the emergency number **112** from a safe location.
- Tell who you are, where the fire is (address and floor), what is on fire, and if there are people

in danger.

- Do not hang up the phone until you are given permission to do so.

### **Extinguish**

- Perform initial extinguishing measures, where possible.
- A grease fire is extinguished by suffocating it with a fire blanket.
- When an electrical appliance is on fire, disconnect power and begin extinguishing the fire.

### **Limit**

- Remove fire sensitive items and flammable liquids.
- Contain the spread of fire and smoke by closing windows and the door as you exit.

### **Guide**

- Direct the rescue personnel to the location or arrange guidance. For example: one person stays to guide on the side of the parking lot and another next to the building.

### **Using the lift in the event of a fire is strictly forbidden!**

In evacuation situations the gathering area is: Parking spaces

Back-up gathering area: The neighbouring property

## **1.4 Fire action guide, when safe exits are blocked**

Sometimes a fire in another location prevents safe exit from the building. In these cases it is smartest to stay in a smokeless space and keep all doors and other openings closed.

### **Stay in the apartment and remain calm.**

- In apartment buildings, each apartment is its own fire compartment, and the spreading of fire from one apartment into the others has been prevented by structural measures.
- Jumping from a height has fatal consequences, remaining in the apartment doesn't.

### **Go to a balcony or to a window and attract attention.**

- by shouting
- by flashing lights
- by waving something visible
- you can also call 112 and tell the exact address of where you are.

### **Prepare for the spreading of the fire.**

- As a precaution, fill the bathtub and sink with water.
- If smoke starts to get in to the apartment from cracks in the door, the postbox, or through air ventilation, air out the apartment with fresh air and seal the leaking cracks and openings with wet textiles.
- If the apartment door starts heating up, cool it down with water.
- If flames start hitting the apartment windows, move easily flammable items away from the window.

**Follow directions from the authorities.**

## 1.5 Action in a fire alarm situation

The building has an automatic fire alarm system, which sends an alert to the rescue department. Everyone must vacate the building immediately when they hear the fire alarm.

- Bring outdoor clothes with you if they are nearby.
- Close doors and windows
- Use the nearest escape route to exit the building.
- Direct customers and guests.
- Call the number **112** from a safe location and provide further information about the situation. At the same time, you will make sure that the emergency center has been notified about the fire.
- Move to the gathering area; do not stay in front of the entrances.
- No-one may leave the gathering area without permission.

### Gathering area: Parking spaces

The danger is only over when the rescue department gives permission to return to the building. The safety personnel of the property passes on the announcement concerning moving back inside to the personnel.

## 1.6 Action in the gathering area

### Gathering area: Parking spaces



*Assembly point*

When people have left the building and proceeded to the gathering area, one person must be appointed to take responsibility for the activities at the gathering area. Based on the situation at hand, it is necessary to consider whether it is safe to remain in the designated gathering area or if people should be directed elsewhere, for example into a pre-arranged interior area or to a property in the

vicinity (the back-up gathering area).

Do not leave the gathering area without the permission of the rescue authorities.

Factors to bear in mind in the gathering area:

- taking care of any possible injured parties
- looking after people with reduced mobility or otherwise poor physical condition
- if one is aware of someone having remained inside, this is to be reported

### Back-up gathering area

**Back-up gathering area:** The neighbouring property

In severe winter conditions or other situations, an additional gathering area may be needed. Authorities will also provide instructions about shelter locations for long-term shelter.



## 1.7 Assisting people with reduced mobility in emergency situations

In an emergency situation, the movement of people with reduced mobility out of the building may be difficult and slow. If you know there is a neighbour with reduced mobility, for example handicapped, blind, or elderly, try to secure their safe exit in emergency situations. If you know your neighbour is at home, but you are not able to assist in moving them out, notify the rescue authorities about the situation as fast as possible.

Work in cooperation with the other residents.

### Things to consider when helping people with reduced mobility

- Help a person with reduced mobility to exit, within the limits of your own capabilities.
- Listen to the person you're helping.
- Take care of the person you helped also after getting out.

## 1.8 Water damage

### Action guide

- Disconnect power from where the leak is and from its proximity.
- Stop the water from flowing, from i.e. the water mains, if possible.
- Notify of the situation immediately:
  - to the maintenance personnel: HOAS/Välittömiä toimenpiteitä vaativat vikailmoitukset, phone 020 4912720, service 020 4912720
- Contact the emergency number if needed **112**.
- Main water shutoff: In the heat distribution room
- Heat distribution room: In the lobby in staircase A
- Electricity switchboard: On the ground floor, in the corridor between staircases A and B

### Should there be threat of water outside the building

- Find out what is causing the water threat.
- If there is a leak, try to block it.
- Try to prevent the water from getting into the building.
  - by baggings
  - by using plastic covers
  - by directing the water away from the building
- Call for additional help if needed.

## 1.9 Under threat of violence

**In an unarmed threatening situation, act in the following way.**

- Act calmly and try to calm the person with your behaviour.
- Make sure you do not turn your back or let yourself be cornered, so that you will always have an escape route when a threatening person comes close.
- Call for help depending on the circumstances.
- Escape and help others escape.

Take care of your own safety. Seek to direct the threatening person to a place where they cannot harm others. After the event, contact the police about the incident if required.

**If the threatening person is armed, act in the following way.**

- Do not resist.
- Do whatever the person threatening you tells you to do.
- As the situation permits, try to warn others.
- By closing doors, you can limit a person's movement within the property.
- After the situation, call **112** to get professional help on site as fast as possible. Listen to directions and act accordingly.

Every threat and sighting of a possibly threatening situation must be taken seriously and the police must be informed immediately. Through your own behaviour, you can affect the progress of the situation, and thus you should take all threatening situations seriously and try to calm down already begun situations.

## 1.10 Public warning signal

**The public warning signal** is a one-minute-long ascending and descending tone or a warning announcement by the authorities. The length of the ascending tone is 7 seconds.

The public warning signal means an immediate danger threatening the public. The warning is given in population centres with an outdoor alarm system and with an alarm attached to a vehicle in rural areas.

**The All Clear signal** is a one-minute-long monotonous signal. It is an announcement of the threat or danger having passed.

**Act in the following way after you've heard the public warning signal**

- Proceed indoors.
- Stay indoors.
- Close doors, windows, ventilation holes, and air conditioning devices.
- Turn on the radio and wait for instructions.
- Avoid using the phone to prevent telephone lines from getting jammed.
- Do not leave the areas unless urged to do so by the authorities, so as not to endanger yourself on the way.

## 1.11 Gas hazard

### Public warning signal in danger situations concerning gas

Additional information on the type of danger can be got from radio and television. The following are usually connected with a gas hazard.

- If you are indoors and can smell gas:
  - stay indoors
  - the top floors make the best shelter
  - place a wet cloth over your mouth and breathe through it
  - stay on the upper floors until the danger is over.
- If you are outside when you smell gas but are not able to get indoors:
  - hurry into side wind from underneath the gas cloud
  - try to get as high as possible, for example to the top of a hill
  - press a wet cloth, tuft of grass, turf, or moss in front of your mouth and breathe through it.

### Additional information on taking cover from gas

- Switch off air conditioning devices and close doors and windows tightly. The more airtight you can make the building, the slower the gas can get inside.
- You can also close or tape inside doors and stay in upwind areas. If you smell gas you can breathe through a moist and spongy cloth.
- The authorities will announce on radio or with vehicles with loudspeakers when the gas cloud has dispersed. Ventilate indoors well after the event.

## 1.12 Radiation hazard

Radiation situations are monitored with gauges throughout the country. Even the slightest change is detected immediately and notified of. A public warning signal is given upon the threat of radiation.

### Go inside

Close doors, windows, ventilation holes, and air conditioning tightly to prevent radioactive substances from getting indoors. The centre of the building is the best place to take shelter.

### Iodine tablets

Take an iodine tablet only when the authorities tell you to do so either on the radio or on television. Iodine tablets prevent radioactive iodine from building up in the thyroid gland, but offers no other protection. You should not go outside the facilities to look for iodine tablets when the danger situation is present. You can acquire iodine beforehand from the pharmacy. Each property should have 2 iodine tablets per person.

### Protect your food and drinking water

Put the food products that are out into plastic bags or tight containers. The refrigerator, freezer, and tight packages protect against radioactive dust.

**Moving outside**

If you must go outside, use tight clothing that covers the skin, for example rain gear. Upon coming back inside, take off your clothes in the entry hall and wash up well. Use a respiratory mask, towel, or paper towel to prevent radioactive particles from getting to your lungs.

**Additional instructions**

You will get additional information from your city's rescue authorities, from broadcast media, and from Yle's (the Finnish Broadcasting Company's) Teletext page 867. You can also find information from the Finnish Radiation and Nuclear Safety Authority's website [www.stuk.fi](http://www.stuk.fi) and from the rescue authorities website [www.pelastustoimi.fi](http://www.pelastustoimi.fi).

**1.13 Blackouts**

How to act during a power cut:

- First check the fuses. If they are intact, find out whether the electricity of your neighbour or neighbouring houses is working.
- If the electricity is out from a larger area, the problem is already known and actions to fix it have started. Most electricity suppliers have a taped recording of the malfunction on its fault service number, which will give information on the blackout situation in your area.
- When the electricity comes back but acts unusually, for example the lights burn brighter or dimmer than usual, the reason might be a break in the electricity network's neutral wire. This can result in equipment damage, fire and, in the worst case, the risk of electric shock. In such situations, switch off the electricity from the main switch and call your electricity supplier's fault emergency number.
- When a power cut lasts longer, prepare yourself with warm clothes, especially in the winter, and home storage supplies. Instructions regarding home storage supplies can be found in the appendices.

In the event of a power cut, lifts will stop working. Should you be stuck on a lift due to a power cut or other failure, act as follows:

Contact the lift maintenance emergency line:

- by mobile phone - (Schindler, 020 320500)

When necessary, you can call the general emergency number 112.